



A guide for patients

# Quality healthcare in your own home.



Providing NHS services



# Hello.

Welcome to Sciensus.

We're here to bring you expert treatment from a friendly, professional team, right where you want to be.

# About us.

At Sciensus, we're proud to be a leading healthcare provider. For 30 years, we've worked in partnership with the NHS, private medical providers and pharmaceutical companies to bring patients the life-changing treatment they need, in the comfort and convenience of their own homes.

The Sciensus Clinical team work closely with the NHS and other organisations to complete your hospital treatment pathway in the comfort of your own home on our virtual ward. This gives patients across the UK the chance to avoid or shorten hospital stays and receive the treatment and care they need, where they feel most comfortable. We're looking forward to doing the same for you.

## How will you be helping me?

We'll be visiting you regularly to give you treatment and care at home. Between visits, you'll also be able to call our 24-hour clinical advice service. It's run by qualified healthcare professionals who'll always be happy to give you extra advice and support.



## How we will support you.

Throughout your time with us, we promise you expert care from qualified, highly skilled team members who have a wide range of clinical experience. Our team is made up of nurses, physiotherapists, occupational therapists and healthcare support professionals, who'll all treat you with care and respect, listen to your concerns and answer your questions.

They'll work closely together, as well as with your consultant and other healthcare professionals, putting together a care plan and providing seamless support.

## Who makes decisions about my treatment?

During the time you're looked after by our team, you'll stay under the overall care of your NHS hospital consultant. We'll always let you know who's responsible for your care plan and make sure you're involved in any decisions or changes.

## Do I have to pay for your services?

No, you're still an NHS patient, so there are no extra costs for your care.

## What kind of care do you provide?

Our team is experienced in a whole range of clinical areas, and your local NHS referring centre has agreed that we can provide patients in your region with:

- Intravenous therapy
- Care after an operation
- Treatment for acute illnesses
- Care for chronic conditions
- Wound-healing treatment
- Pain and nausea control
- Help taking prescription medicines
- Pathology sample collection (including blood)
- Personal care, like assistance with activities of daily living
- Physiotherapy
- Occupational therapy



# What you can expect from us.

## How will I know what to expect?

A member of our team will come to see you on the ward before you are transferred home. They will talk to you about the kind of care we'll be giving you. They will tell you what to expect each time we visit and talk you through our consent form. It's an important piece of paperwork that confirms whether you're happy to have healthcare services from us, and you'll need to sign it before we can start.



## How do I know I'll be well looked after?

Every nurse, physiotherapist or occupational therapist who comes to visit you will be highly trained, experienced and registered with a professional body. Our nurses are registered with the Nursing and Midwifery Council, and our physiotherapists and occupational therapists are registered with the Health and Care Professions Council.

Just like everyone you talk to from Sciensus, they'll be committed to treating you with courtesy, respect and dignity, so you feel comfortable with every part of your care. They'll also be vigilant about keeping their hands clean, including washing them before your treatment. It might seem like a simple thing, but it's a hugely important way to reduce the risk of infection.

Protecting you from avoidable healthcare infections is very important to us. In order to keep you safe during your treatment at home, the clinician will need access to a clear and clean sink area to wash their hands thoroughly and somewhere clean and clear to prepare/deliver your treatment. Hand hygiene is very important. Our nurses carry soap and paper towels, they may also use alcohol rub at time during your treatment.



## Who will have access to my personal information?

So we can put together your care plan, we'll need to access personal information like your hospital records. When you sign the consent form, you'll be letting us know you're happy for us to do that, and to share your information with other relevant healthcare professionals. We will be documenting the treatment we give you in our clinical records during the visit in your home. To enable the record to be instantly visible to your consultant in the hospital, we may ask you for consent to use your Wi-Fi.

## Keeping your information confidential.

Sciensus is a leading provider of clinical care and we will always keep your personal information safe and secure. Everyone working for Sciensus has a legal and contractual duty to maintain the confidentiality of your personal information. Accordingly, all our staff are trained on handling information securely and you can be assured your information will be stored, managed and used with the greatest of care. You may view our full privacy policy on our website, or if you would like a printed copy, please contact our Information Governance and Security Team either by email at [infogov@sciensus.com](mailto:infogov@sciensus.com) or by phone at **0800 917 4980**.

If you'd like some independent advice, or you're unhappy with our response, you can also get in touch with the Information Commissioner's Office on **0303 123 1113** or visit [www.ico.org.uk](http://www.ico.org.uk)

## What if I don't want to use Sciensus?

If you don't want to use our services, or you decide to discharge yourself earlier than we recommend, that's completely your choice. A member of our team will talk you through the risks involved in turning down care, and let your doctor know about your decision.

"I can't say enough good things about them; they're amazing people."

Virtual ward patient



# What we'll expect from you.

## What should I do to get the best from my treatment?

Talk to our team and follow their advice. Before your treatment starts, we'll explain what's going to happen and what you can do to help yourself feel better. If there's anything you don't understand, just ask. We're always happy to explain.

It's important we've got a full picture of your medical history, so make sure any information you give us about past illnesses, treatments, medication and allergies is accurate. If anything changes, let us know about that too.

When you transfer home you are still under the clinical care of the hospital consultant, therefore it is really important that you are in for your visit. Please inform the Sciensus at least 24 hours before, if you have to attend an appointment when your visit is due. If you do not answer your door when the Sciensus clinician visits you, we have to check for your wellbeing and safety. The visiting Sciensus clinician will try a number of different ways to check if you are in, however as a last resort if we are still unable to contact you, we will call the Police which may result in the Police forcing entry to check on your safety.

## What if I can't be there when you visit?

From time to time you might have a hospital appointment or other commitment, so please let our team know at least 24 hours before by telling your visiting clinician or calling our Care Bureau and we'll rearrange your visit.

## How should I look after my medicines and equipment?

Keep your medicines safe and out of children's reach. Some might need storing in the fridge, so please check the labels and if you're not sure, just ask us.

If we use special equipment as part of your treatment, we'll often leave it at your home. Please take care of it, so it's working when you need it. If you've got any questions about using or storing it, just let us know.

# Leaving feedback.

## If I've got any worries, what should I do?

Talk to us. We work really hard to bring you the best possible care and we never stop trying to improve, so if there's something you feel we could do better, please tell us.

## How can I give you feedback?

Whether it's positive or negative, your feedback helps us improve what we do for you, and other patients. You can talk to the member of staff who visits you, or call us on **0800 141 2598**.

At the end of your treatment, we'd also be really grateful if you could fill in our patient satisfaction questionnaire.

We'll always treat you with respect, and we expect the same in return. Our people have the right to work without fear, so if you or anyone in your home is abusive or violent towards them, we may decide we can no longer offer you care.

## What happens if I need to make a complaint?

We'll always try really hard to make sure you're happy with your care, but we know there might be times when you feel things could have been better.

If you feel we haven't provided the level of service you'd expect, our door is always open and we'd really like to talk things through. We promise to listen, take your concerns seriously and do everything we can to put things right.

## Who should I make my complaint to?

If you'd like to talk to us on the phone, please call **0333 103 9499**. You'll reach our main switchboard, which is open from 8.00am to 8.00pm on weekdays and 8.00am to 4.30pm at weekends and on bank holidays.

If you'd like to email our complaints team directly, their email address is **patientadvocacy@sciensus.com**

Alternatively, if you'd rather get in touch by post, please write to:

Patient Advocacy and Support Team  
Sciensus  
107 Station Street  
Burton on Trent  
Staffordshire DE14 1SZ

However you get in touch, it's always helpful if you can let us know your name and any account information you have, as well as telling us about your complaint.

## What will you do about my complaint?

We'll send you a letter within two working days to let you know we've received your complaint and we're looking into it.

Our dedicated team of complaint case managers will then thoroughly investigate the problems you've experienced and send you a full response by post within 20 working days.

If for any reason our investigation is going to take a little longer, we'll be in touch to let you know why, and when you can expect a full response.

## What if I'm not happy with your response?

We really hope you will be, but if you don't feel satisfied, or you feel things haven't been resolved, please let us know.

If you're still unhappy with how we've handled your complaint, you can get in touch with the independent Health Service Ombudsman on **0345 015 4033** or visit **www.ombudsman.org.uk**



# Emergencies and extra help.

## What should I do in an emergency?

On very rare occasions, unexpected problems need urgent medical care. These include severe chest pains, breathing difficulties or a sudden deterioration. If this happens to you, or someone you're with, there are three key things you should do:

- 1 Call **999** immediately and ask for an ambulance
- 2 If you can, call Sciensus on **0800 141 2598**
- 3 Pass this number to the ambulance crew so they can talk to our nurses

In an emergency,  
always call **999**.

## What about non-emergency problems?

We're here to help, around the clock, so if you'd like to speak to one of our nurses please call our clinical advice line on **0800 141 2598**. It's open 24 hours a day, including weekends and bank holidays.

If any of the following happen, it's really important to call:

- There's an unexpected change in your condition, like pain or bleeding
- You're not sure how to take your medication
- A tube or catheter falls out or becomes blocked
- A dressing becomes loose or starts leaking
- There's a problem with the equipment we've provided
- You were expecting us to visit, but nobody's arrived
- You need to change a visit we've arranged

Get advice from our  
nurses, 24 hours a day  
on: **0800 141 2598**

Notes.



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Notes.



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